

AREA RUG

5 YEAR COMMERCIAL LIMITED WARRANTY

Signature Flooring warrants its rugs when used in the proper fit-for-use indoor commercial applications provided the designated rug has been properly installed and maintained in accordance to Signature Flooring instructions and procedures. The warranty applies only to the original end-use purchaser, and begins when you purchase the rug and extends for the limited warranty period as stated below. The warranty is further limited to the period of time the rug is owned and maintained by the original end-use purchaser. The basis of any warranty related claim is the original company or authorized dealer invoice.

WARRANTY COVERAGE

Under normal commercial use during the warranty period, Signature Flooring warrants the following:

- **WEAR** - The rug pile fiber will not wear more than 10% of the surface pile weight from normal wear. "Normal wear" is defined as fiber loss from the rug through normal wear, not crushing or flattening of the rug pile in any area, nor staining, soiling, fading of rug in carpet appearance.
- **MANUFACTURING DEFECTS** - The rug will be free of manufacturing defects for a period of 5 years.
- **EDGE FINISH** - If applicable, edge finish defects are warranted for up to 1 year.

WHAT CONDITIONS APPLY

This warranty does not cover the following:

- Disfigurement or damage caused by abnormal use or any damage to the carpet not arising out of a manufacturing defect in the carpet, including such disfigurements or damage as tears, burns, pulls, cuts, odor, soiling, staining, misuse, neglect, improper maintenance or damage in transit.
- Edge curl, folds, creases, bends or similar deformities due to improper handling or improper storage.
- Roll marks, matting and crushing are excluded from this warranty. These are not defects and can be removed by routine vacuuming and proper care and maintenance.
- Damage caused by exposure to improper cleaning agents or cleaning methods.
- Damage from flooding or excessive moisture.
- Any issues related to moisture and alkalinity in the substrate. Moisture and pH testing are not the responsibility of Signature Flooring.
- Damage to floors or rugs due incompatible adhesives.
- Damage to floors due to a failure to properly place and use a suitable pad underneath. Pad is not required for rugs with attached non-skid backing.
- Abuse by any athletic equipment or damage caused by spikes, cleats, skates, blades, high heels or other similar footwear.
- Rugs installed on stairs.
- Fading or discoloration resulting from heavy exposure to sunlight or ultraviolet (uv) rays.
- Slips trips and falls.

If we find a defect covered under this warranty, Signature Flooring may, at its sole option repair or replace the affected rug or refund the purchase price for the affected material. Signature Flooring will pay the reasonable costs for product, freight and labor. Any costs incurred for moving equipment, furnishings, partitions and the like that were installed over Signature Flooring's commercial product will be at the customer's expense.

NOTE: The warranty is not transferable. It extends only to the original end use purchaser. Signature Flooring does not grant to any person or entity the authority to create for it any obligation or liability in connection with this product. Signature Flooring shall not be liable to the consumer or any other person or entity for any incidental, special or consequential damages, arising out of breach of this limited warranty or any implied limited warranty (excluding merchantability).

ALL IMPLIED WARRANTIES, INCLUDING AN IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ARE HEREBY LIMITED TO THE DURATION OF THIS LIMITED WARRANTY. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF IMPLIED WARRANTIES OR THE LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATIONS OR EXCLUSIONS MAY NOT APPLY TO THE PURCHASER. THIS WARRANTY GIVES THE PURCHASER SPECIFIC LEGAL RIGHTS, SUCH RIGHTS MAY VARY FROM STATE TO STATE.

WARRANTY SERVICE

The original purchaser must submit notice of all claims under this warranty to Signature Flooring within a reasonable time after discovery of the alleged defect and within the specified warranty period. The original purchaser must submit a valid proof of purchase and a detailed description of the problem and / or a photograph or sample that clearly shows the warranty problem.

Claims must be submitted to:

Signature Flooring
Attention: Claims Department
2222 South Hamilton Street
Dalton, GA 30721

Signature Flooring will designate a representative to inspect the carpet in question and evaluate the warranty claim.

